

# **Joint Committee on Corrections**

**2013- 2014**

## **Information for Legislative Institutional Visits**

|  |                               |  |                  |   |
|--|-------------------------------|--|------------------|---|
| Facility Name:   | NORTHEAST CORRECTIONAL CENTER |  |                  |   |
| Custody Level  | 1 & 2                         |  | Warden           | James A. Hurley                           |
| Total Acreage  | 112 Acres                     |  | Address          | 13598 Airport Rd.                         |
| Acreage w/in Perimeter   | 42 Acres                      |  |                  | Bowling Green, MO<br>63334                |
| Square Footage   | 1,829,520                     |  | Telephone:       | (573) 324-9985                            |
| Year Opened  | 1998                          |  | Fax:             | (573) 324-5339                            |
| Operational Capacity/Count<br>(as of December 20, 2013)                    | 2106 / 2100                   |  |                  |   |
| General Population Beds<br>(capacity and count as of<br>December 20, 2013) | 1844 / 1863                   |  | Deputy<br>Warden | Chantay R. Godert<br>(Operations)         |
| Segregation Beds<br>(capacity and count as of<br>December 20, 2013)        | 192 / 171                     |  | Deputy<br>Warden | William E. Jones<br>(Offender Management) |
| Treatment Beds<br>(capacity and count as of<br>December 20, 2013)          | 62 / 62                       |  | Asst. Warden     | Richard (Scott) Griggs                    |
| Work Cadre Beds<br>(capacity and count as of<br>December 20, 2013)         | 8 / 4                         |  |                  |   |
| Diagnostic Beds<br>(capacity and count as of<br>December 20, 2013)         | N/A                           |  | Major            | Timothy P. Truelove                       |
| Protective Custody Beds<br>(capacity and count as of<br>December 20, 2013) | N/A                           |  |                  |   |

### **1. Capital Improvement Needs:**

- a. How would you rate the overall condition of the physical plant of the institution?  
*Good*
- b. What capital improvement projects do you foresee at this facility over the next six years?
  - 1) *Replacement of security system control computer. This improvement is currently in the works and we are looking forward to the vast improvements to our overall security.*
  - 2) *Del-Norte security fence. This is also pending, and will provide a great relief to maintenance staff and custody staff alike, as the fence continually malfunctioned and finding replacement parts was becoming an impossibility.*
  - 3) *Heating loop replacement*
  - 4) *Parking lot and perimeter road resurfacing*
  - 5) *Replacing transport bus. Our current bus requires frequent repairs and often breaks down during offender transports.*
  - 6) *Replacement of fire alarm system.*
  - 7) *Roof repair*

- c. How critical do you believe those projects are to the long-term sustainability of this facility?  
*As we are currently already making improvements to our security computer control system and security fence, our next urgent concern is our heating loop. Thousands and thousands of gallons of water is lost due to leaks and many man-hours are required to make frequent repairs as well as we can. Resurfacing the lot and perimeter roads is also becoming more important, as damages are occurring because of the condition. Our transportation bus is also become increasingly problematic and it is a security concern whenever the bus breaks down in transit. Our concerns with the roofs is the potential for mold issues, which could result in high-dollar repairs.*

## **2. Staffing:**

- a. Do you have any critical staff shortages?  
*Our Recruiting Team has done an outstanding job helping us keep our front line custody positions filled. However, we continue to face challenges with unavoidable shortages with staff we already have due to military leave, extended FMLA leave and a relatively large number of staff placed on light-duty this year.*
- b. What is your average vacancy rate for all staff and for custody staff only?  
*NECC is experiencing approximately 8 vacancies a month (1.5%) for total staff: 2.5 vacancies per month (2%) for non custody staff, and 6 vacancies per month (or 1.5%) for custody.*
- c. Does staff accrual or usage of comp-time by staff affect your management of the institution?  
*It can. Ensuring that the minimum staffing levels are met while at the same time being fair to staff is sometimes a challenge.*
- d. What is the process for assigning overtime to staff?  
*NECC has made significant strides in reducing overtime by emphasizing the use of flex time. Those mandated to work overtime are pulled from a rotating list. Once overtime is served, employees drop to the bottom of the list. Overtime is rarely required of non-custody staff.*
- e. Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off and what percentage is paid-off?  
*Approximately 75% of hours worked over are flexed off during the same week, with the remaining 25% being paid out in comp time.*
- f. Is staff able to utilize accrued comp-time when they choose?  
*If we are able to maintain our minimum staffing requirements, we try to allow staff to take off their comp time at their choice,*

## **3. Education Services:**

- a. How many (and %) of inmate students at this institution are currently enrolled in school?  
*Currently there are 209 inmates enrolled in school. This is 40% of the eligible inmates, those with E-Scores ranging from 2-5.*
- b. How many (and %) of inmate students earn their GED each year in this institution?  
*1119 inmates have earned their GED since 9/9/98, which is an average of 75 offenders attaining their GED each year. 78% of those inmates taking the test pass the test.*
- c. What are some of the problems faced by offenders who enroll in education programs?  
*When offenders enter the educational program, they face three basic problems. First, they see no need for having an education. They were making a living without an education, so why attain one now? Secondly, they enter the educational program with learned failure. They have been constantly told they would fail. Their behavior has proven they are failures. They have very little idea what success is. Thirdly, they lack the self-discipline to plan for the future; therefore, they have difficulty setting goals for themselves. It is difficult to attain a GED when short-sightedness dominates your lifestyle.*

#### **4. Substance Abuse Services:**

- a. What substance abuse treatment or education programs does this institution have?  
*Gateway provides a 180 day and 365 day therapeutic community treatment.*
- b. How many beds are allocated to those programs?  
*62*
- c. How many offenders do those programs serve each year?  
*139*
- d. What percent of offenders successfully complete those programs?  
*75.05%*
- e. What, in your opinion, is the biggest challenge to running a treatment program in a prison setting?  
*Having limited time with clients in treatment due to counts, and DOC call-outs. A challenge is working our program around the institution's schedule: Canteen, count, med-line, and various other activities can interfere with a daily schedule. These things are unavoidable, however, and the program has adjusted. The Department of Corrections and Gateway work together to provide a continuation of services. The offender's ability to sign out at will after being stipulated to treatment is a challenge. This decreases their motivation to participate in and successfully complete the program.*

#### **5. Vocational Programs:**

- a. What types of vocational education programs are offered at this institution?  
*Professional Gardening, Building Trades, Microcomputer Repair Program*
- b. How many offenders (and %) participate in these programs each year?  
*There were 34 offenders involved with these 2 classes in FY 3013. (Professional Gardening started in January, 2013 & Building Trades started in April, 2013). (Each class can have up to 15 students per class. They may be able to complete as many as 3 classes per year.)*  
*The computer program served approximately 96 students.*
- c. Do the programs lead to the award of a certificate?  
*Both classes lead to a completion certificate and Department of Labor certificate. The Building Trades class also receives a NCCER Certificate. The computer program provides offenders with three college credits through the St. Charles Community College, as well as a certificate through the Department of Labor.*
- d. Do you offer any training related to computer skills?  
*Both new classes have computers that can be used by students to enhance their class work. The computer program offers the Basic Computer Repair course, Applications (Microsoft Office), as well as an A+ course.*

#### **6. Missouri Vocational Enterprises:**

- a. What products are manufactured at this institution?  
*MVE Office Systems Factory (OSF) produces office systems that include fabric and laminated panels, laminated work surfaces and file cabinets, and indoor or outdoor signs. We also make plaques and frames for pictures.*
- b. How many (and %) of offenders work for MVE at this site?  
*The NECC Office Systems factory currently employs 50 offender workers. This number varies slightly with the volume of production at any given time. The maximum total is roughly 3% of the NECC population.*
- c. Who are the customers for those products?

*NECC OSF produces its products and sells them to various State departmental agencies, cities, counties and to the Arkansas Department of Corrections*

- d. What skills are the offenders gaining to help them when released back to the community?

*The factory has numerous skills that offenders may gain through employment.*

*First, working at NECC OSF helps offenders develop good habits through developing strong work ethics, proper hygiene, and courteous behavior towards staff and other offenders.*

*Second, we offer a Workplace Essential Skills course where each offender has the opportunity to learn necessary skills to obtain employment upon release. These include but are not limited to:*

- Filling out a résumé.*
- Presenting one's self at an interview.*
- Developing communication skills.*
- Basic reading, writing and math skills.*

*Finally, there is a United States Department Of Labor Apprenticeship Program in place that offers offenders certification of their skills through the DOL. This program is an ongoing project that offers offenders who are employed for extended periods real-world certification that can be used to obtain employment upon return to the community.*

## **7. Medical Health Services:**

- a. Is the facility accredited by the National Commission on Correctional Health Care?

*Yes*

- b. How many offenders are seen in chronic care clinics?

*Approximately 500 per month*

- c. What are some examples of common medical conditions seen in the medical unit?

*Complications of Hepatitis C, HtN, chronic pain, muscle strain, cancer, cardiac Dz, infectious disease, Endocrine-DM, Hepatitis B, seizure disorders.*

- d. What are you doing to provide health education to offenders?

*On-on-one education, pamphlets, posters, annual health fair, group education*

- e. Have you had any cases of active Tuberculosis in this facility in the past year? If so, how did you respond?

*No*

- f. Is the aging of the population effecting health care in prisons as it is effecting health care every where else?

*Yes. An aging population raises the need for elderly care, greater manifestation of chronic illnesses, and housing concerns.*

## **8. Mental Health Services:**

- a. How do offenders go about obtaining mental health treatment services?

*When an offender has a mental health concern, they complete a MSR requesting to be seen by mental health. Offenders are also referred to mental health by medical, custody and classification staff when they feel there is a mental health concern. When an offender is in crisis (death in the family, panic attack, etc.) they can come to medical and request to see a mental health staff member, if a mental health staff member is on site and available they will meet with the offender.*

- b. How many successful suicides (and %) occurred here in the past year and what is being done to prevent suicides?

*There was one successful suicide at NECC during the past year.*

*If an offender states they are suicidal or any staff member believes that an offender is suicidal they are placed on suicide watch and are subsequently evaluated by a mental health*

*staff member. Mental Health staff members provide suicide prevention training to staff members during their annual CORE training.*

- c. Approximately how many (and %) of the offenders in this institution are taking psychotropic medications?

*As of November 30, 2013, there were 447 offenders prescribed a psychotropic medication which is 21.2% of the population at this institution.*

- d. How many offenders in this facility are chronically or seriously mentally ill and what is being done for them?

*As of December 26, 2013, at NECC we have 335 offenders in the Mental Health Chronic Care Clinic. Of those offenders 320 have a mental health score of a 3; 15 have a mental health score of a 4. Two of those who have a mental health score of a 4 are also on involuntary medication status. All offenders in the Mental Health Chronic Care Clinic are seen by a Qualified Mental Health Professional at least once per month, they are seen more often if necessary. Offenders with a mental health score of a 3 are seen by the psychiatrist at least every 90 days for medication evaluation. Offenders with a mental health score of a 4 are seen at least every 30 days by the psychiatrist for medication evaluation. Offenders who are on involuntary medication status are seen by the psychiatrist at least every 14 days for medication evaluation*

9. What is your greatest challenge in managing this institution?

*Maintaining full staffing continues to be an issue, particularly front line supervisory positions. Losing a number of positions over the past few years has put a strain on staff and many have left for civilian positions. Diminished benefits have attributed to the frequent vacancies.*

10. What is your greatest asset to assist you in managing this institution?

*As always, it is our staff. Even with all the challenges they face, NECC staff consistently step up to the plate, get the job done, and meet our deadlines. Their willingness to address whatever responsibilities that are asked of them is what makes this institution, in my opinion, one of the finest in the state.*

11. What is the condition of the facilities' vehicle fleet? (mileage, old vehicles etc?)

*Overall our fleet is in fair to poor condition, with 3 vehicles over 200,000 miles and 15 vehicles over 100,000 miles. Our fuel economy ranges from 9mpg to 32mpg, with a combined average of all vehicles at 18.5mpg. The model ages of the vehicles range from 1996 to 2009 (our oldest vehicle is a 1996 Chevrolet P/U Truck and newest a 2009 Ford Crown Victoria). Vehicle mileage ranges from 73,000 to 255,600 with our Inmate transportation bus being the highest.*

*NECC classifies its vehicles as follows:*

*Vehicle Perimeter Patrol: 3 vehicles and one specialty 4WD vehicle for inclement weather*

*Inmate Transportation: 18 vehicles including a handicap van and a large-capacity transportation bus.*

*Staff pool vehicles: 3 Vehicles used for transporting staff members to training or special job duties.*

*Maintenance/ Specialty Vehicles: 7 vehicles used for maintaining institution (snow removal, Dump trucks, pulling heavy loads)*

12. Assess the morale of your custody staff; high, medium, or low and please provide detailed explanation. **(Please have the Major answer)**

*Staff morale is at a medium level here at NECC. It is affected mostly by moderately low income and cost of living. New employees have to work 10 years to be vested and they have to pay on their*

*retirement. Last issue is the amount of education that has been emphasized to promote from custody to classification.*

### **13. Caseworkers:**

- A. How many caseworkers are assigned to this institution?  
*22*
- B. Do you currently have any caseworker vacancies?  
*2 vacancies*
- C. Do the caseworkers accumulate comp-time?  
*Comp time is rare, and usually accumulated through issues such as during emergency situations, training (and travel), institutional searches, etc., and flexed whenever possible.*
- D. Do the caseworkers at this institution work alternative schedules?  
*Yes. Offender programs occasionally require alternate scheduling (i.e., we currently have a class that is held 2 X week in the evenings)*
- E. How do inmates gain access to meet with caseworkers?  
*Offenders submit written requests for an appointment, or meet with classification staff during open office hours.*
- F. Average caseload size per caseworker? *An average of 2 caseworkers per housing unit of 200 offenders*
  - # of disciplinary hearings per month? *21.25*
  - # of IRR's and grievances per month? *6.35*
  - # of transfers written per month? *2.35*
  - # of re-classification analysis (RCA's) per month? *5.95**NOTE: The above totals are for the month of November 2013 and a relatively accurate average for any month*
- G. Are there any services that you believe caseworkers should be providing, but are not providing?  
*No*
- H. If so, what are the barriers that prevent caseworkers from delivering these services?  
*N/A*
- I. What type of inmate programs/classes are the caseworkers at this institution involved in?  
*ICVC, Pathways to Change, Inside/Out Dads, Anger Management, Puppies for Parole, ES/LS*
- J. What other duties are assigned to caseworkers at this institution?  
*Assist with custody duties when called upon (searches, etc.), serve as Acting Functional Manager when necessary, and participation in policy review committees.*

### **14. Institutional Probation and Parole officers:**

- A. How many parole officers are assigned to this institution?  
*NECC has five Institutional Parole Officers and one Unit Supervisor*
- B. Do you currently have any staff shortages?  
*No*
- C. Do the parole officers accumulate comp-time?  
*No*
- D. Do the parole officers at this institution flex their time, work alternative schedules?  
*Four Institutional Parole Officers work five days a week, eight hours a day. Arrival times vary from 7:00am to 7:30am. One Institutional Parole Officer works a four day week, ten hours a day. With prior approval from the Unit Supervisor, staff are allowed to flex their schedule within the week.*

- E. How do inmates gain access to meet with parole officers?  
*Offenders use the "kyte" system and write their IPO a note for review. The offender either receives a reply by mail or is put on a call-out to see his IPO. Offices also have call-outs for offenders they need to see to complete a report, home plan, offender response, etc. At the present time, the IPO's go to the offenders assigned to treatment, the reception and orientation wings, and those assigned to segregation. Appointments are made with staff to use office space in each of these units.*
- F. Average caseload size per parole officer? *Approximately 417*
- # of pre-parole hearing reports per month? *Approximately 65 per month*
  - # of community placement reports per month? *Approximately 6 per month*
  - # of investigation requests per month? *Approximately 36 per month*
- G. Are there any services that you believe parole officers should be providing, but are not providing?  
*None*
- H. If so, what are the barriers that prevent officers from delivering these services?  
*N/A*
- I. What type of inmate programs/classes are the parole officers at this institution involved in?  
*Because of changes in workload, NECC IPO's are not currently involved in any programs. However, one staff person does oversee the 64-bed treatment program, another staff person oversees the Institutional parole Officer's role in the Transitional Housing Unit, and one oversees the offenders release plans who have a mental health score of 4 or 5.*

15. Please list any other issues you wish to discuss or bring to the attention of the members of the Joint Committee on Corrections.

*It would be a major advantage to have some of the benefits that employees once enjoyed returned to them. While we appreciate the financial constraints of our state budget, benefits such as tuition reimbursement and matching 401K contributions would go a long way in supporting loyal staff who are well aware of their salary standings in comparison to the rest of our nation.*

16. Does your institution have saturation housing? *N/A*      If so, how many beds? *N/A*

**17. Radio/Battery Needs:**

- a. What is the number of radios in working condition?  
*315 radios in good working condition*
- b. Do you have an adequate supply of batteries with a good life expectancy?  
*We currently have 166 new batteries in the armory, not including those already in use*
- c. Are the conditioners/rechargers in good working order?  
*Yes*